

USER MANUAL

DPT100-S

CUSTOM[®]

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.



THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 (*Electromagnetic compatibility of multimedia equipment - Emission Requirements*)
- EN 55024/EN 55035 (*Electromagnetic compatibility of multimedia equipment - Immunity requirements*)
- EN IEC/EN 62368-1 (*Audio/video, information and communication technology equipment*)

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



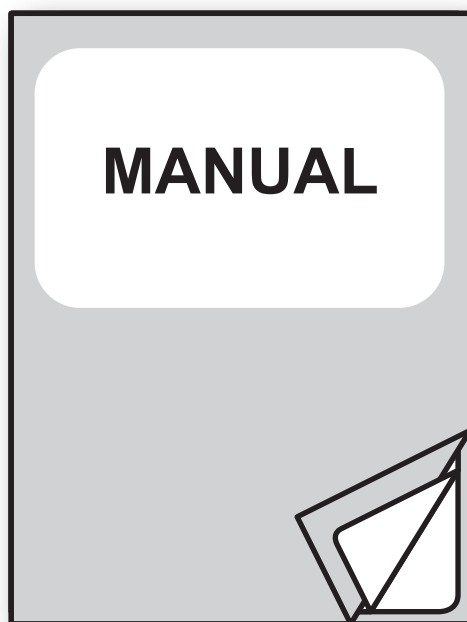
GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.
- For the waste sorting of the packaging materials, please check the local waste disposal laws.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.



For details on the commands,
refer to the manual with code **0577200M000079**

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1 INTRODUCTION

This document is divided into sections and chapters. Each chapter can be reached by the index at the beginning of this document. The index can be reached by the button on each page as shown in the diagram below.

Link to table of contents

Notes reference

Numbered title
for chapter

Numbered title
for paragraph

General content

Information valid
for devices AAAA, BBBB

Information valid
for device CCCC

Useful information to
not compromise
devices operation

Generic information or
suggestions for the use
of the devices

Information or
suggestions related to
specific operations

5

5.1

routine ⁽¹⁾

AAAA, BBBB

CCCC

ATTENTION:

NOTES:

(1)





2 IDENTIFICATION OF THE MODELS

NOMENCLATURE	DESCRIPTION
DPT100-S 24 columns	Prints 24 characters per line
DPT100-S 40 columns	Prints 40 characters per line



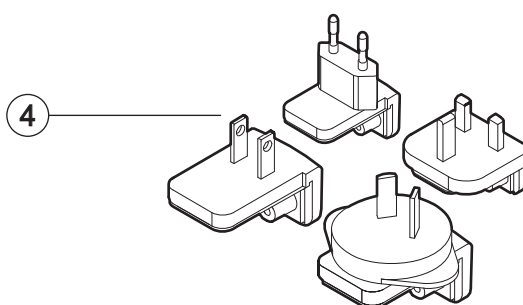
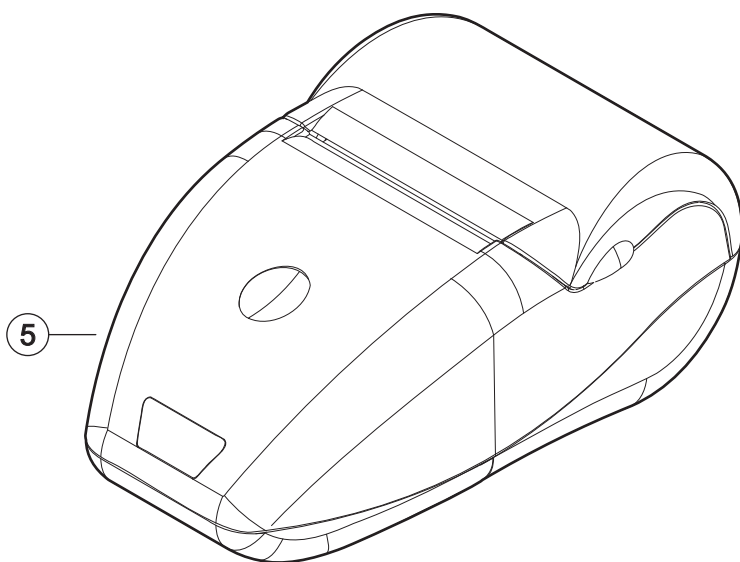
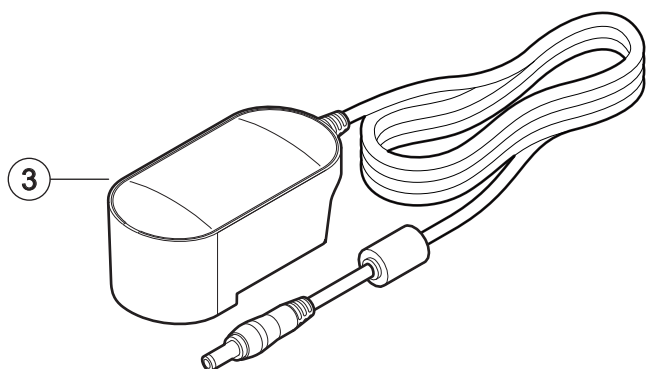
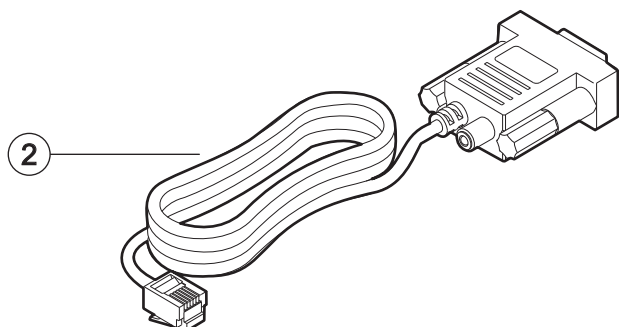
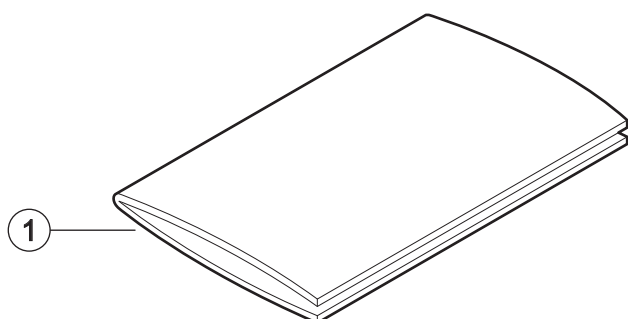
3 DESCRIPTION

3.1 Box contents

Remove the device from its carton being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future.

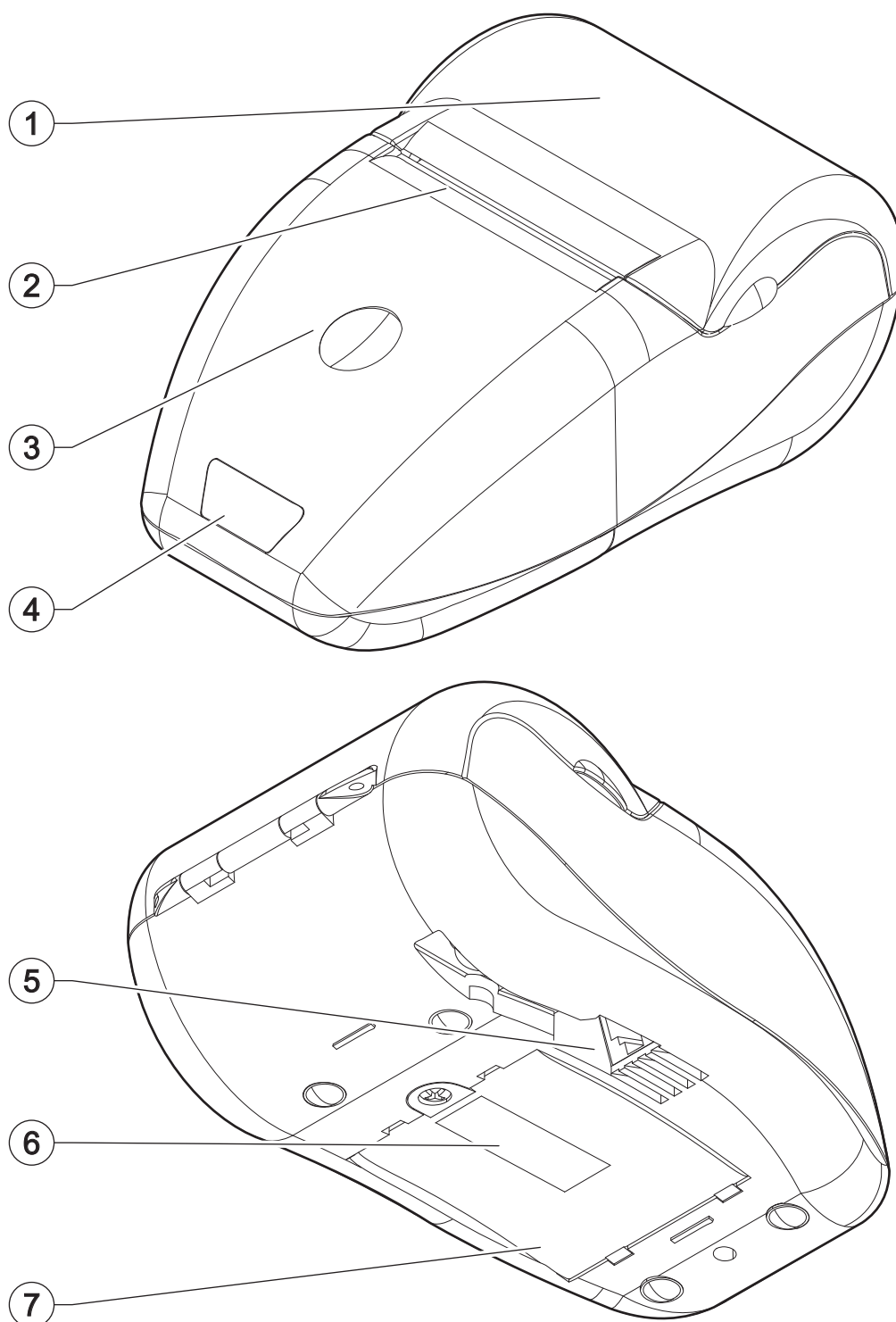
Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact Customer Service.

1. Documentation (short guide)
2. RJ11/DB9 serial cable
3. AC adapter
4. Adapter plugs
5. Device



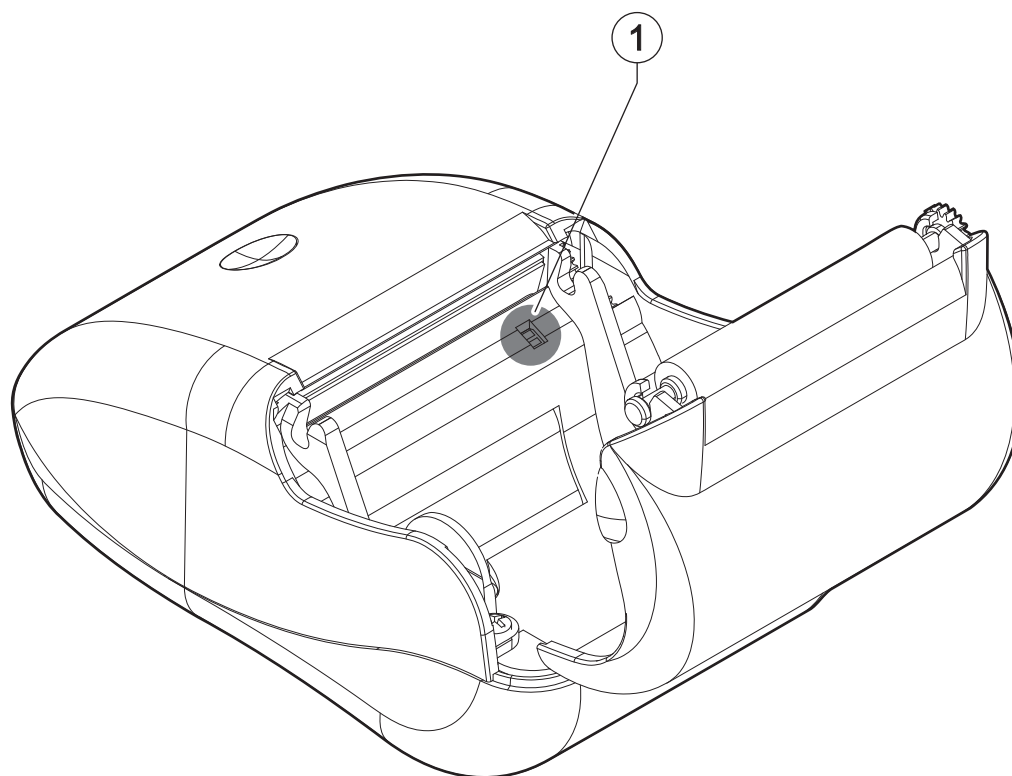
3.2 Device components: external views

1. Paper compartment cover
2. Paper out with serrated blade
3. FEED key
4. Status LED
5. COM port
6. Product label (see [paragraph 3.4](#))
7. Control board compartment cover



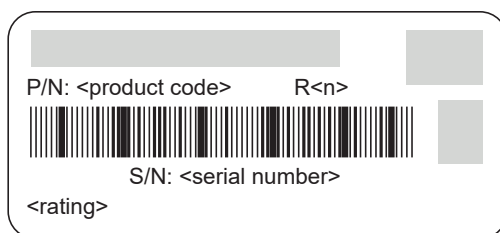
3.3 Device components: internal view

1. Sensor for low paper and black mark alignment

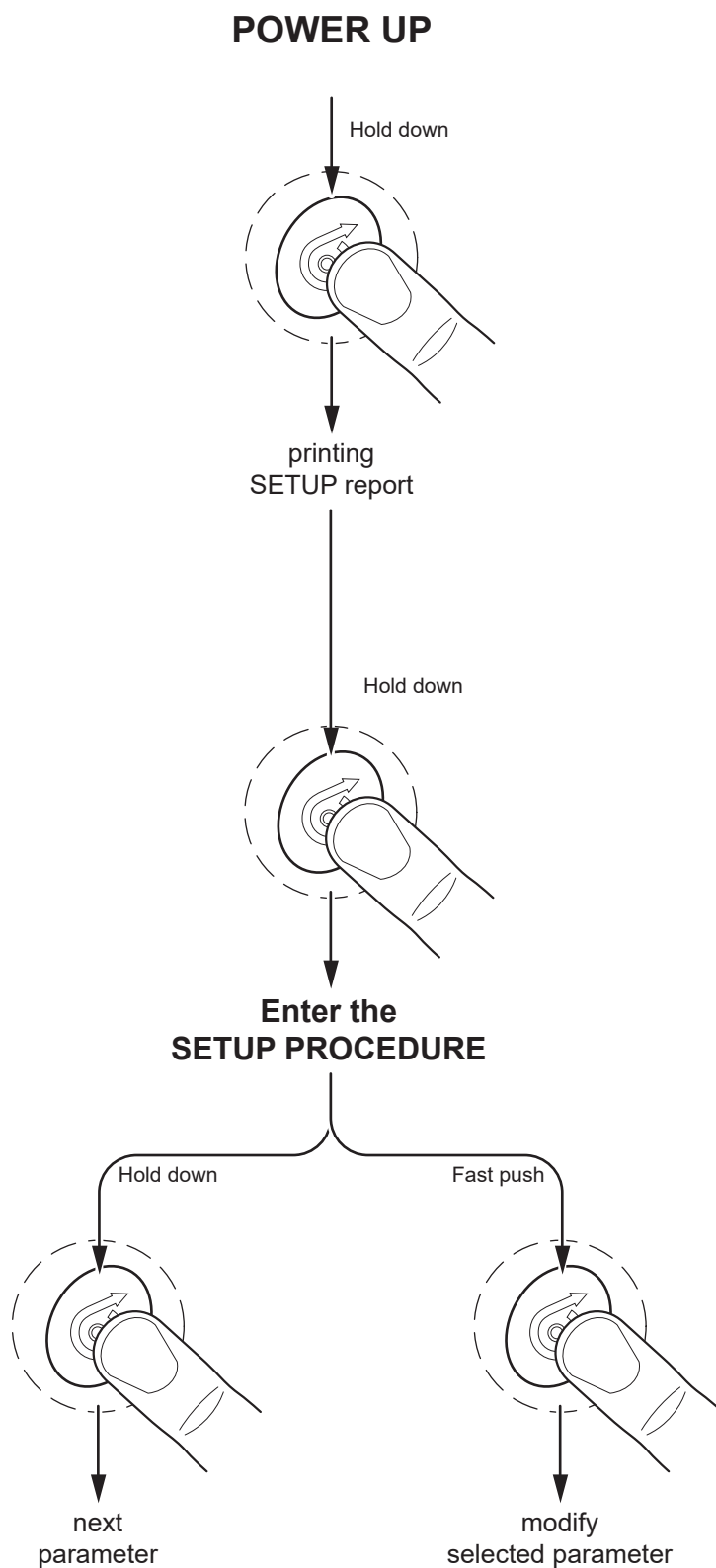


3.4 Product label

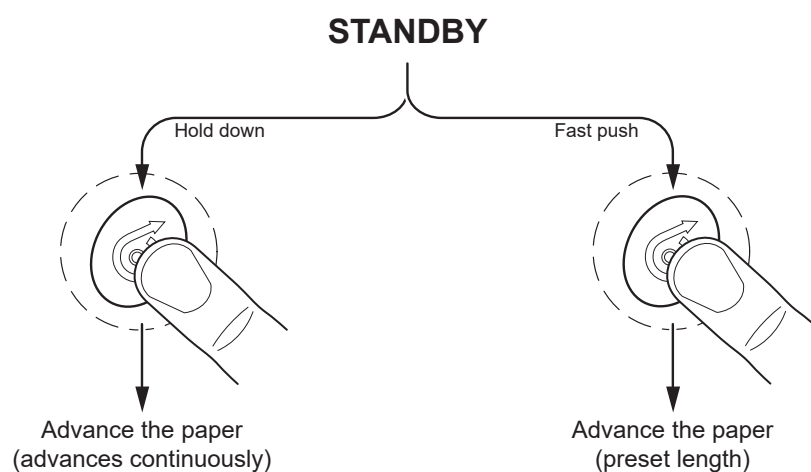
The main data used to identify the machine are shown on the label attached to the bottom of the device. In particular, it shows the electrical data for the connection to a power source. It also shows the product code, the serial number and the hardware revision (R).



3.5 Key functions: power up



3.6 Key functions: standby



3.7 Status messages

The status LED indicates hardware status of device. Given in the table below are the various LED signals and the corresponding device status.

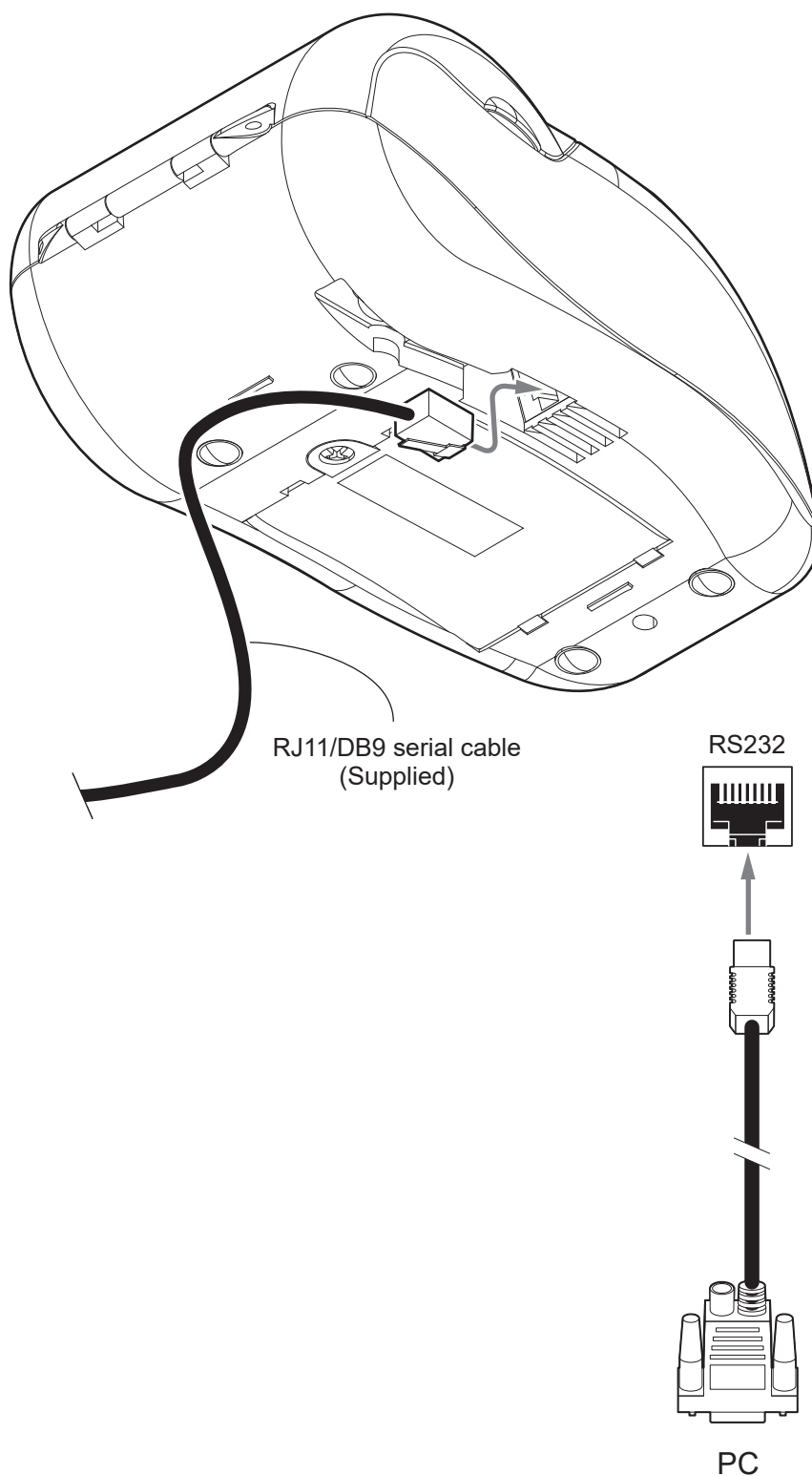
STATUS LED		DESCRIPTION
-	OFF	DEVICE OFF
RED		DEVICE ON: STANDBY
		PAPER END
		ERROR: PRINTHEAD OVERHEATED, POWER SUPPLY VOLTAGE INCORRECT
		SHUTDOWN PHASE



4 INSTALLATION

4.1 Connections

The following figure shows the possible connections for the device.



ATTENTION: In some conditions, we recommend the installation of a ferrite core on the power supply cable.

4.2 Pinout



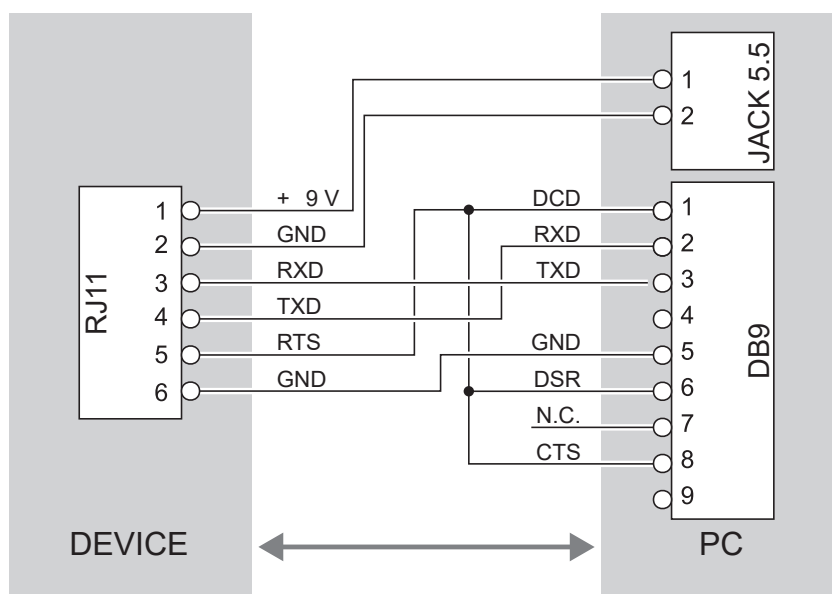
RS232 SERIAL INTERFACE

Female RJ11*6 pin connector



DEVICE > PC connection

The following picture shows an example of connection between the device and a personal computer using an 6 pin RJ11 male and a 9 pin RS232 serial connector:



When use a serial cable, we recommend the installation of a ferrite core at the end of the same cable.



4.3 Driver and SDK

The drivers for the following operating system are available in the website www.custom4u.it.

OPERATING SYSTEM	DESCRIPTION	INSTALLATION PROCEDURE
Windows	Driver for Windows 7 (32/64bit)	From the Start menu, press Run and type-in the path where the SW was saved on your PC, then click OK. Follow the instructions that appear on the screen to install the driver.
	Driver for Windows 8.1 (32/64bit)	
	Drive for Windows 10 (32/64bit)	

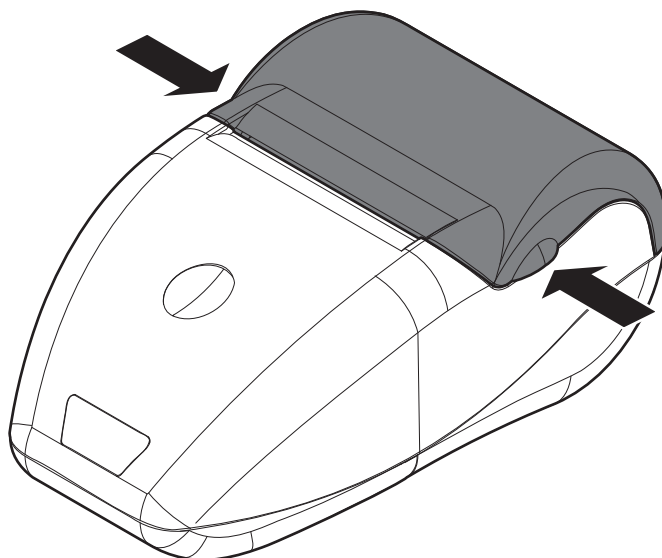


5 OPERATION

5.1 Opening cover

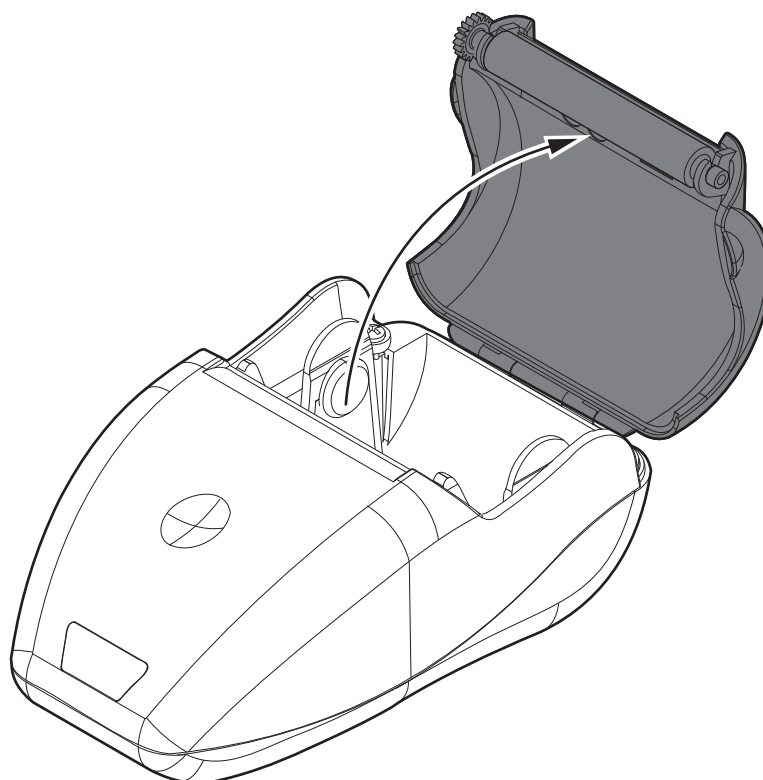
To open the device cover proceed as follows.

1



Press the cover opening button
to open the device cover.

2

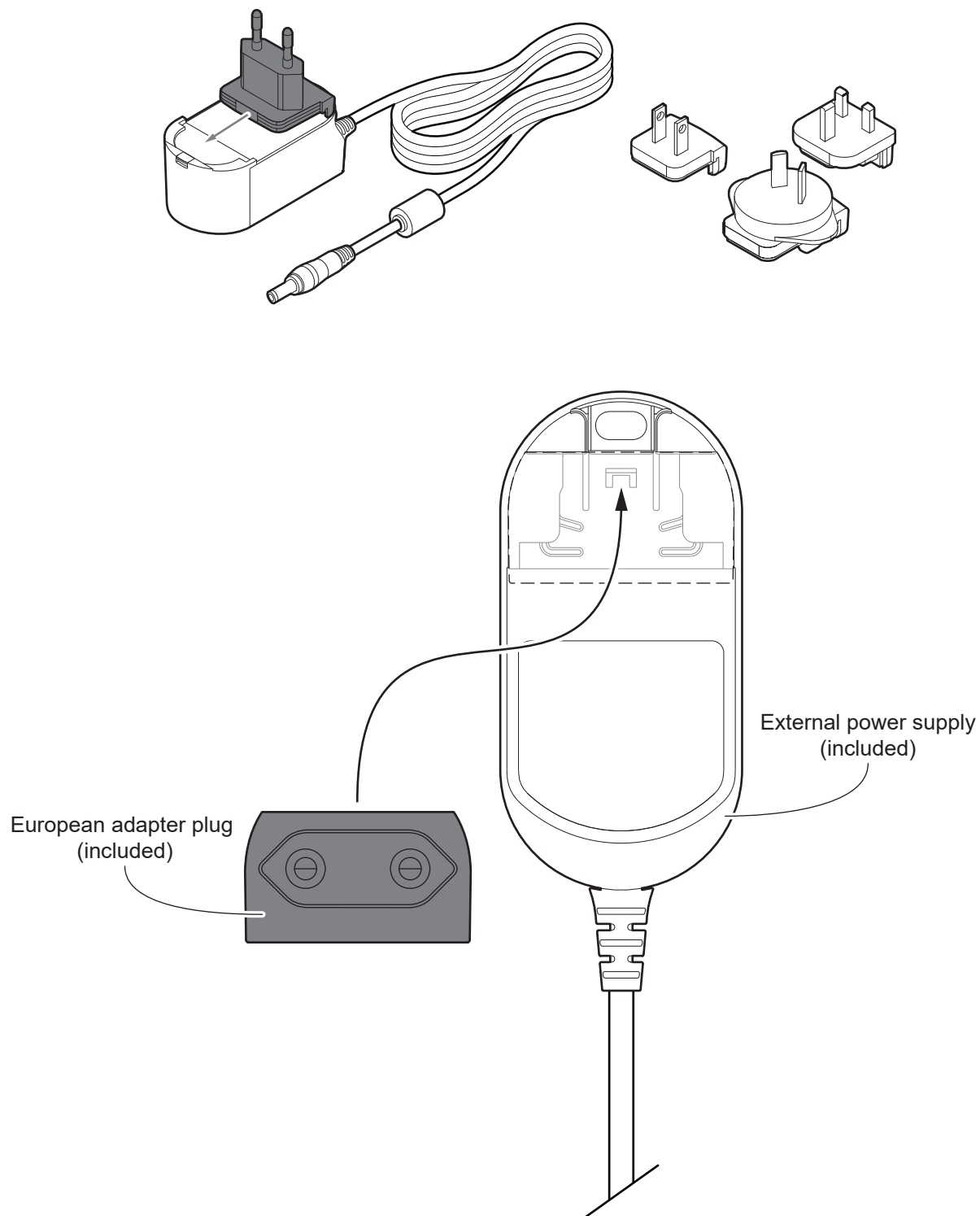


Open the device cover.

5.2 Switch the device on/off

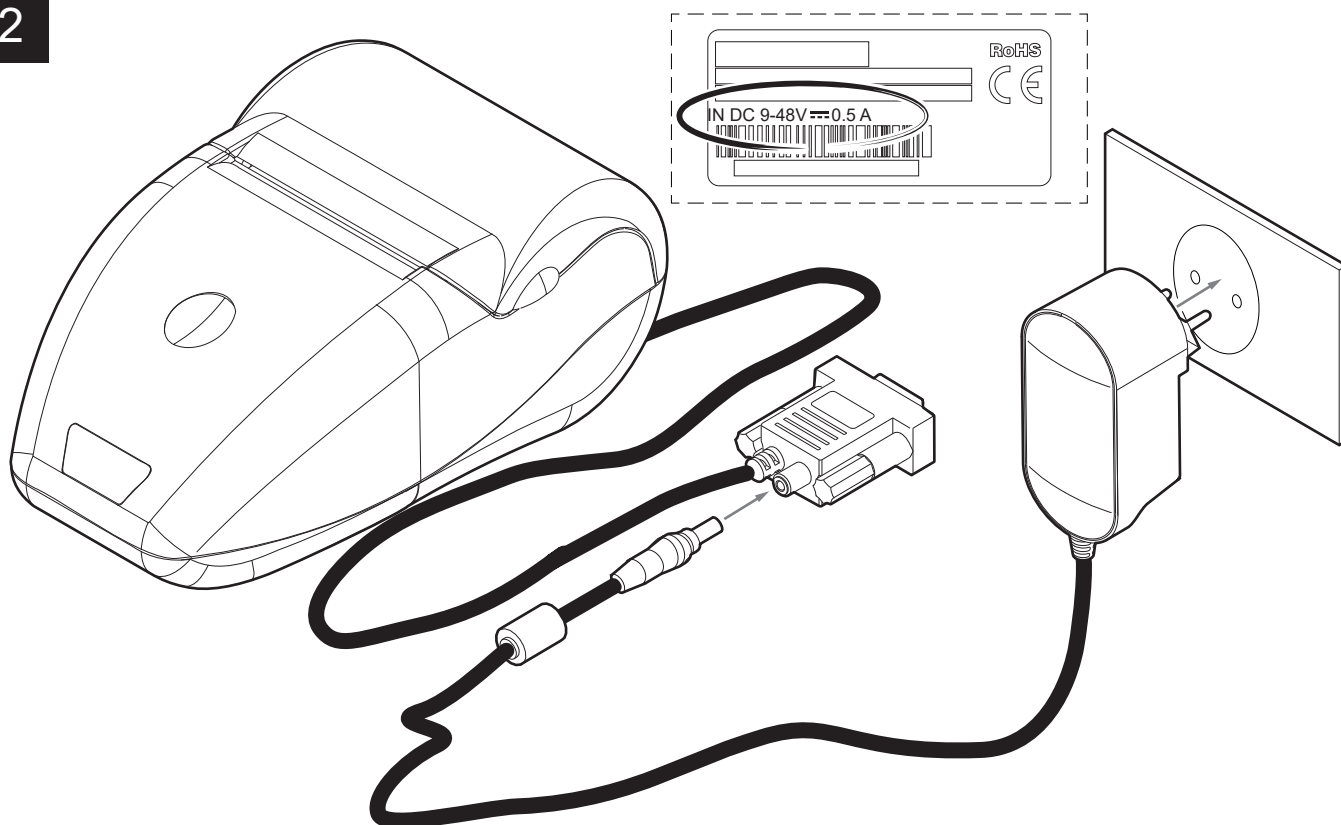
To switch the device ON/OFF proceed as follows.

1



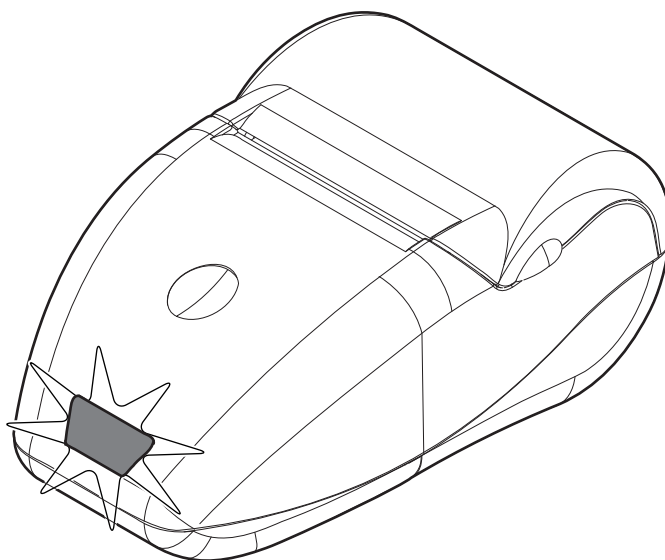
Insert the mains plug in the specific compartment of the AC adapter, pushing it inside the hook in the direction shown in figure, until it is completely locked

2



Connect the supplied serial cable to the device (see [paragraph 4.1](#)).
Connect the AC adapter supplied to the jack of the serial cable and to the mains outlet.
Use the type of electrical power supply indicated on the label.

3

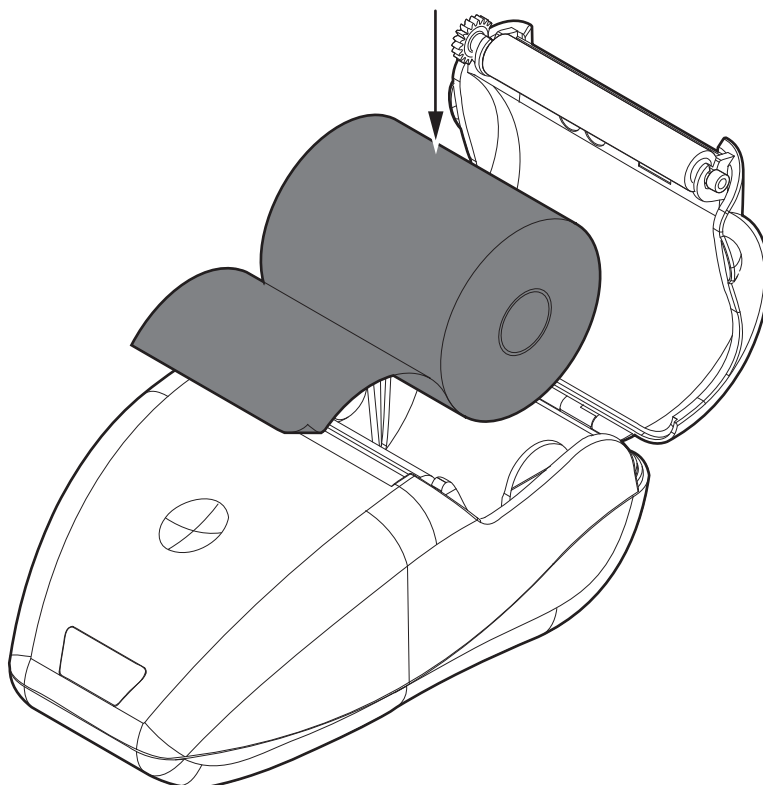


The status LED lights up (red) and the device is ready.
To switch off the device, disconnect the AC adapter from the mains outlet.

5.3 Loading the paper roll

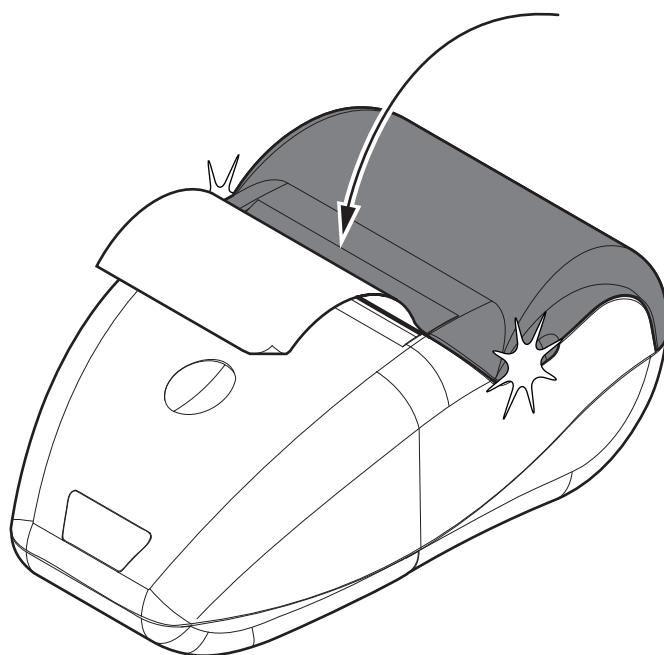
To change the paper proceed as follows. At every change of paper, check inside the device to locate and remove any scraps of paper.

1



Open the device cover (see [paragraph 5.1](#)).
Insert the roll into the paper compartment respecting the correct rotation direction shown in the figure and let the paper come out for a few centimetres.

2



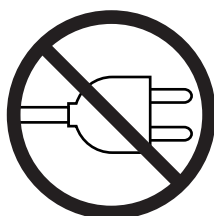
Close the device cover.

6 CONFIGURATION

6.1 Configuration by keys

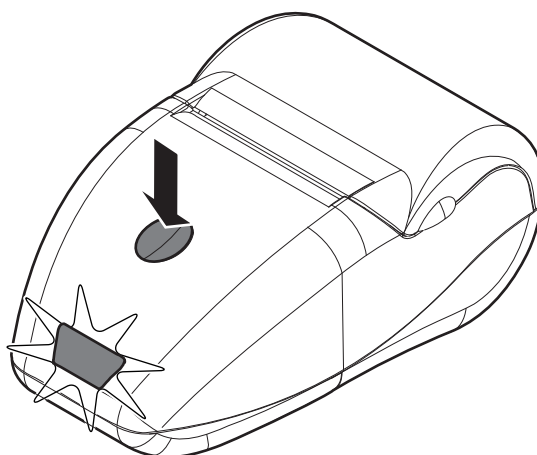
To enter the configuration mode and print a setup report with the operating parameters of the device, proceed as follows.

1



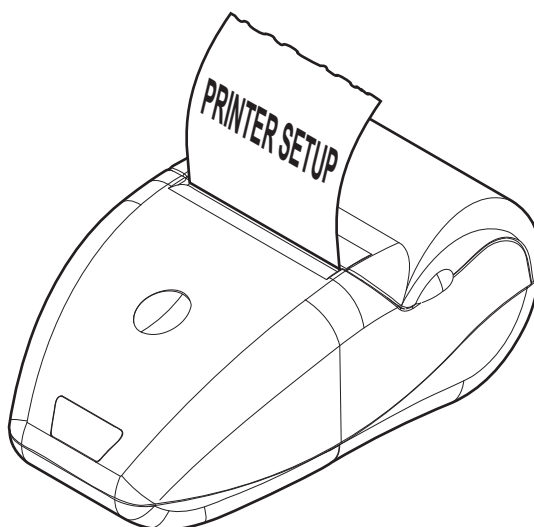
Turn off the device (see [paragraph 5.2](#)).

2



While keeping the FEED key pressed, turn on the device (see [paragraph 5.2](#)).

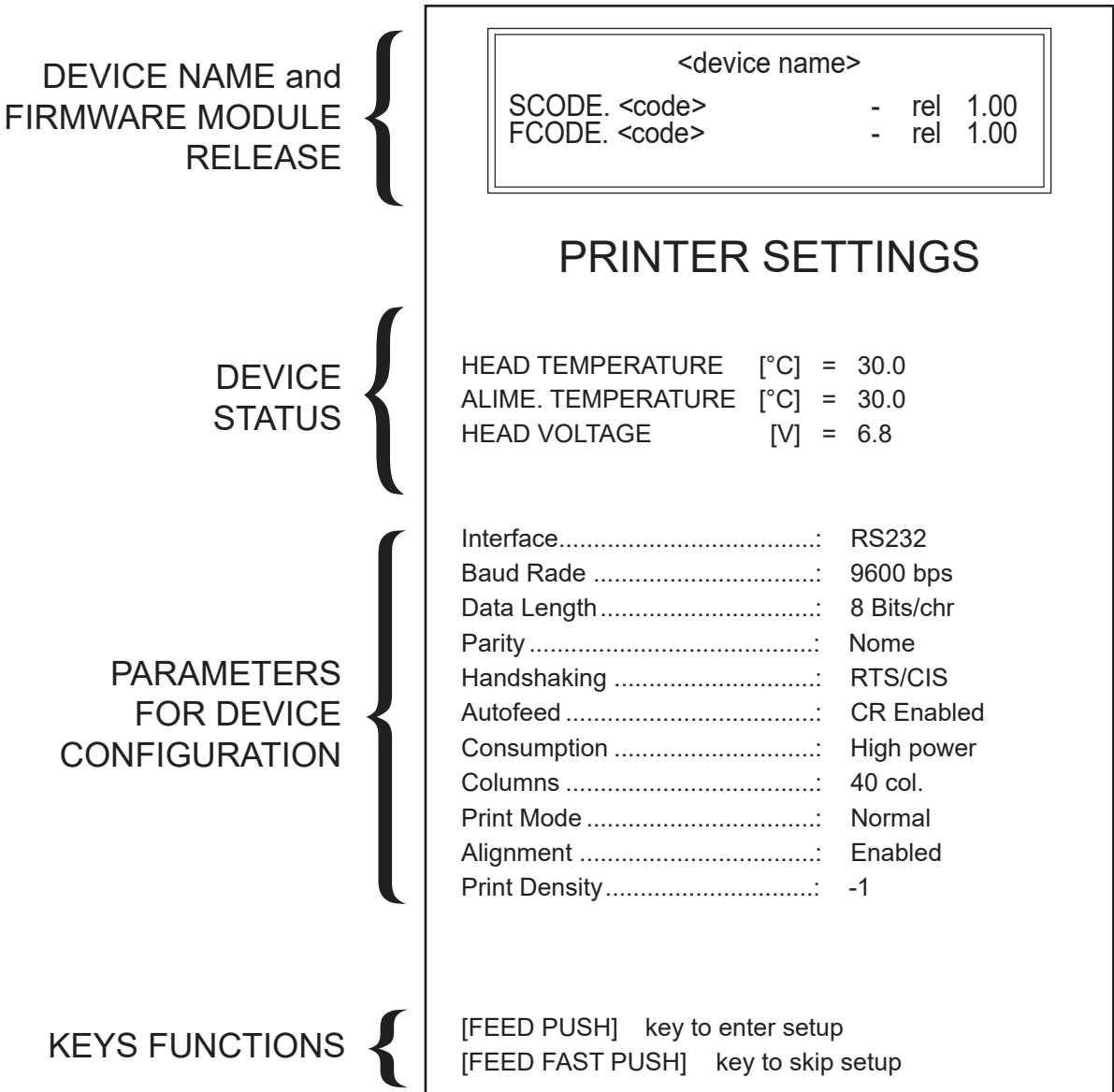
3



The device prints the report with the settings parameters.
Follow the instruction printed on the paper to proceed with the configuration procedure.



The following figure show the setup reports of the device. The shown values for parameters are sample values; for the list and the description of device parameters see the following paragraphs.





6.2 Device status

The device operating status is indicated in the configuration print-out in which, next to the name of the components displayed, the following information is given.

HEAD TEMPERATURE	temperature of the head
ALIMENTATION TEMPERATURE	temperature value of the power supply
HEAD VOLTAGE	voltage of the head



6.3 Communication parameters

This device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol ^D are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

INTERFACE	Device interface (uneditable): RS232 ^D
BAUD RATE	Communication speed of the serial interface. 600 9600 ^D 1200 19200 2400 38400 4800
DATA LENGTH	Number of bit used for characters encoding. 8 bits/car ^D 7 bits/car
PARITY	Bit for the parity control of the serial interface. None ^D = parity bit omitted Even = even value for parity bit Odd = odd value for parity bit
HANDSHAKING	Handshaking: Xon/Xoff ^D = software handshaking Hardware = hardware handshaking (CTS/RTS) When the receive buffer is full, if handshaking is set to XON/XOFF, the device sends the XOFF (0x13) on the serial port. When the receive buffer has cleared once again, if handshaking is set to XON/XOFF, the device sends the XON (0x11) on the serial port.



6.4 Operating parameters

The device allows the configuration of the parameters listed in the following table.

The parameters marked with the symbol ^D are the default values.

Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

AUTOFEED	Setting of the Carriage Return character:
	CR disabled ^D = Carriage Return disabled CR enabled = Carriage Return enabled
CONSUMPTION	Energy saving setting:
	Low power High power ^D
PRINT DENSITY	Adjusting the printing density:
	-2% 0% ^D +2% -1% +1%
	The print quality is strongly influenced by the type of chemical treatment and the type of storage to which the thermal paper has been subjected, as well as by the weight of the same. It may therefore necessary to act on this parameter to obtain the desired print quality.



6.5 Operating parameters

The device allows the configuration of the parameters listed in the following table.
The parameters marked with the symbol [Ⓓ] are the default values.
Settings remain active even after the device has been turned off and they are stored in non-volatile memory.

ALIGNMENT	Setting the alignment function (see chapter 7):	
	Disabled [Ⓓ]	= back mark alignment is not performed
	Enabled	= back mark alignment is performed



6.6 Hexadecimal dump

This function is used for the diagnosis of the characters received from the communications port. Characters are printed as hexadecimal code and the corresponding ASCII code (see below). Each line is preceded by a counter in hexadecimal that indicates the number of bytes received.

During the startup, if you hold down the LF key, the device enters the self-test routine and print the setup report. The device remains in standby until a key is pressed or characters are received through the communication port (Hexadecimal dump mode). For each character sent, the ticket shows the hexadecimal value and the ASCII codes (if the characters are underlined, the receive buffer is full). Shown below is an example of a Hexadecimal dump:

HEXADECIMAL DUMP											
31	32	33	34	35	...	12345	...				
39	30	31	32	33	...	90123	...				
37	38	39	75	69	...	789ui	...				
68	6B	6A	73	64	...	hkjsd	...				
73	64	66	6B	6A	...	sdfkj	...				
66	73	64	66	6B	...	fsdfk	...				
65	69	6F	79	75	...	eioyu	...				
6F	72	69	75	77	...	oriuw	...				
6F	75	77	65	72	...	ouwer	...				
77	65	72	69	6F	...	werio	...				
72	69	6F	75	77	...	riouw	...				
6B	6C	73	64	66	...	kl sdf	...				
64	66	6B	73	64	...	dfksd	...				
73	64	66	6B	6A	...	sdfkj	...				
66	6B	F2	6A	73	...	fk≥j	...				
6A	6B	6C	68			jklh					



7 ALIGNMENT

The device is provided with a sensor that allows the use of black mark and holes to manage:

- rolls of tickets with pre-printed fields and fixed length
- paper rolls of labels of fixed length.

The alignment black mark may be printed on paper:(see [paragraph 9.5](#))

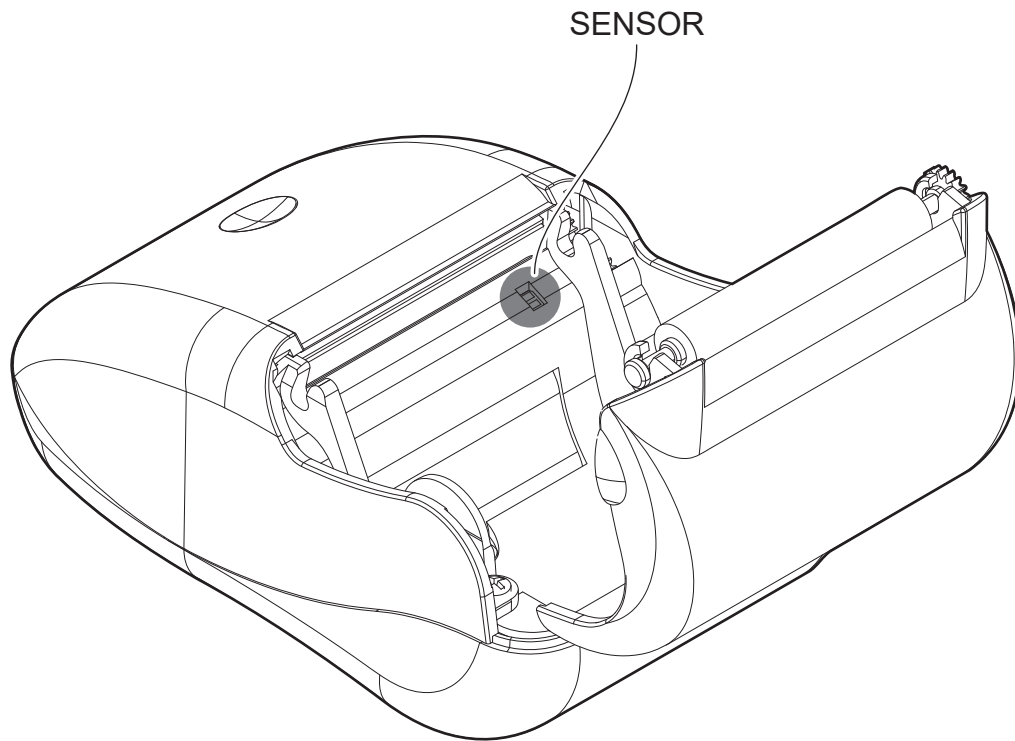
The alignment sensor assembled on the device is “reflection” sensor: this kind of sensor emits a band of light and detects the quantity of light reflected to it. The presence of the black mark is therefore detected by the amount of light that returns to the sensor, considering that the light is reflected by the white paper and absorbed by the black mark.

The following paragraphs show how to correctly set the configuration parameters of device in order to assure the alignment.

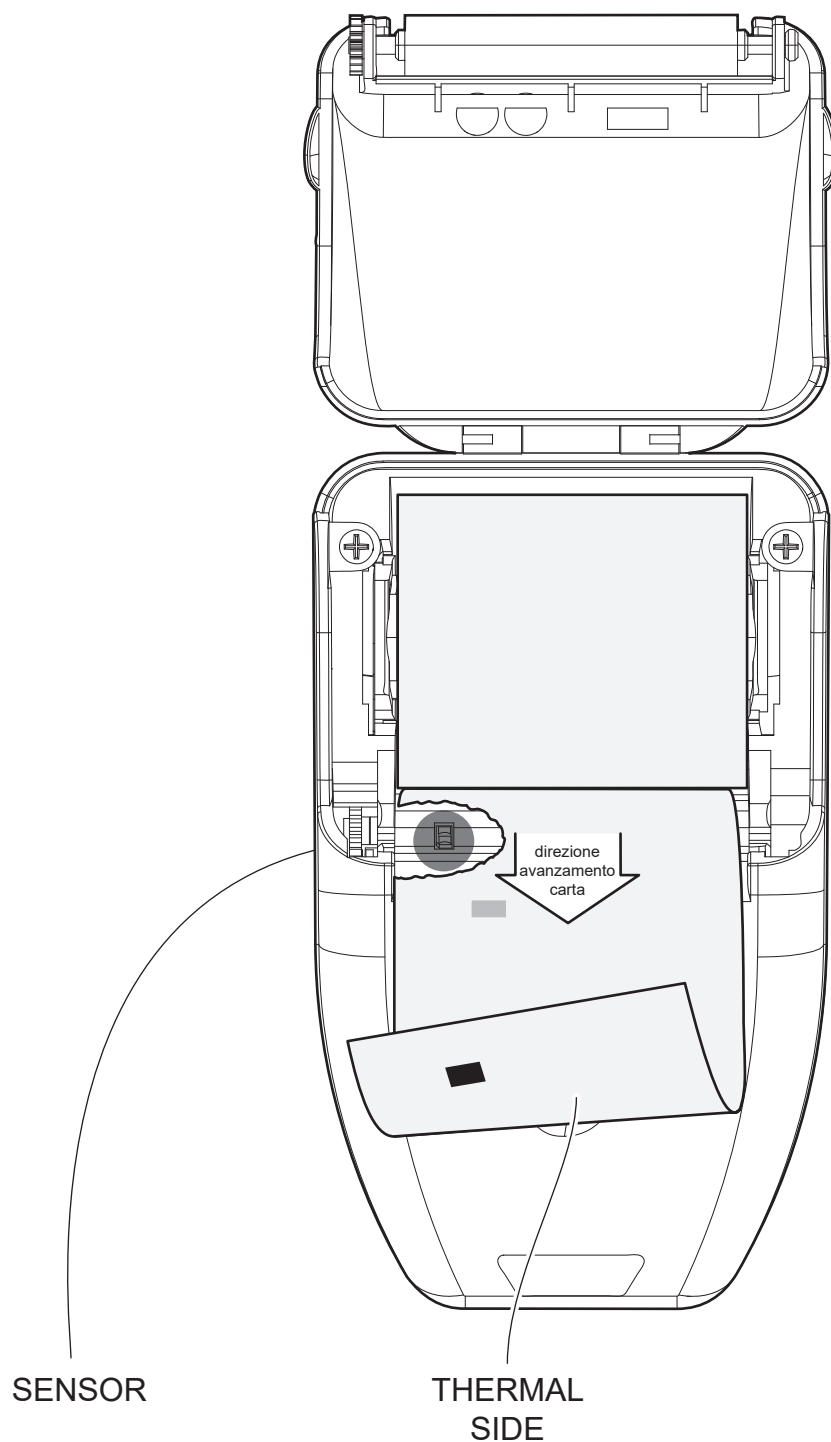
7.1 Enable alignment

Device is provided with one fixed sensor for alignment.

To guarantee proper alignment is necessary to enable the ALIGNMENT parameter during the setup procedure (see [chapter 6](#)).

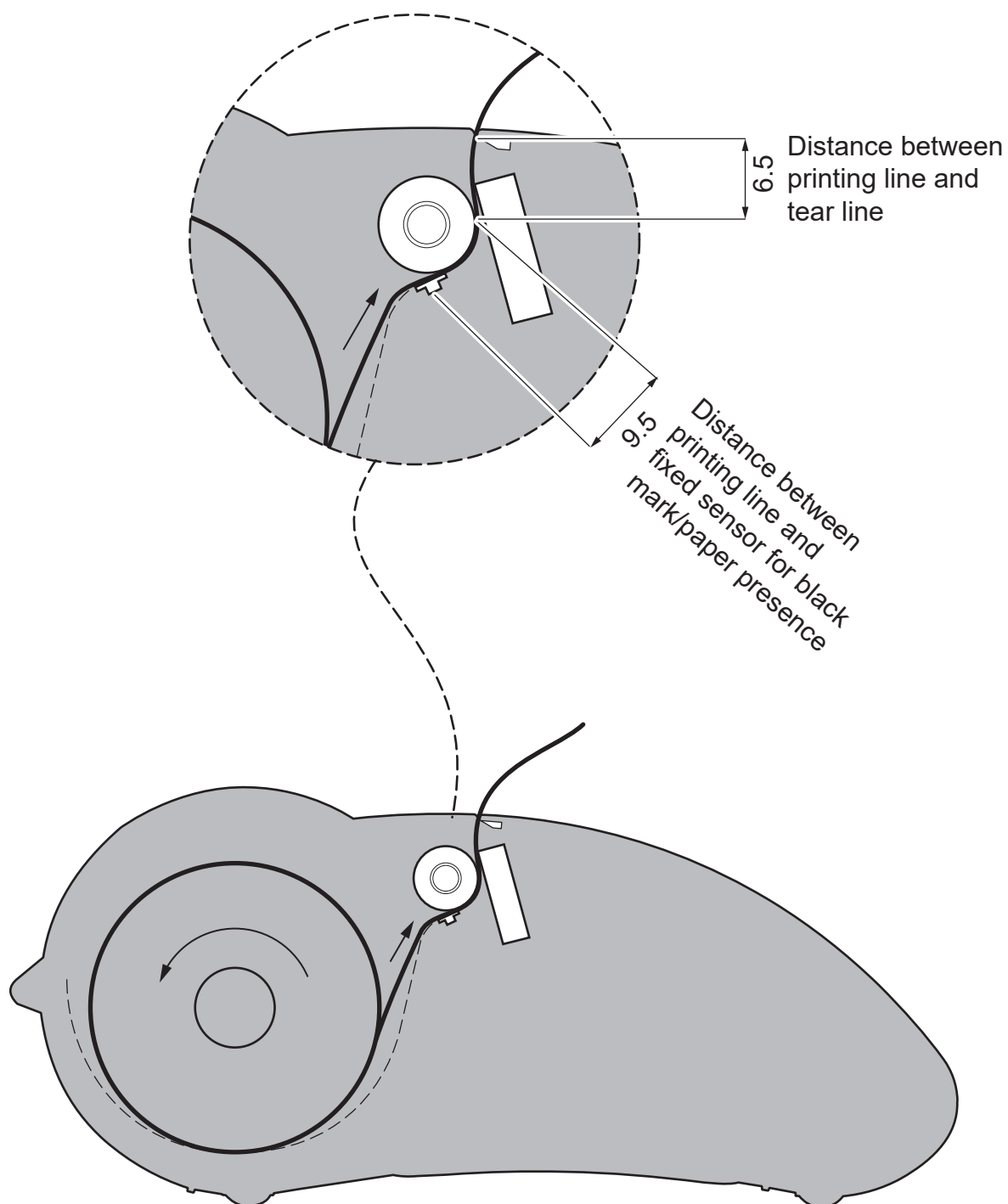


The following image shows the side of paper used and the sensor used for the alignment.



7.2 Alignment parameters

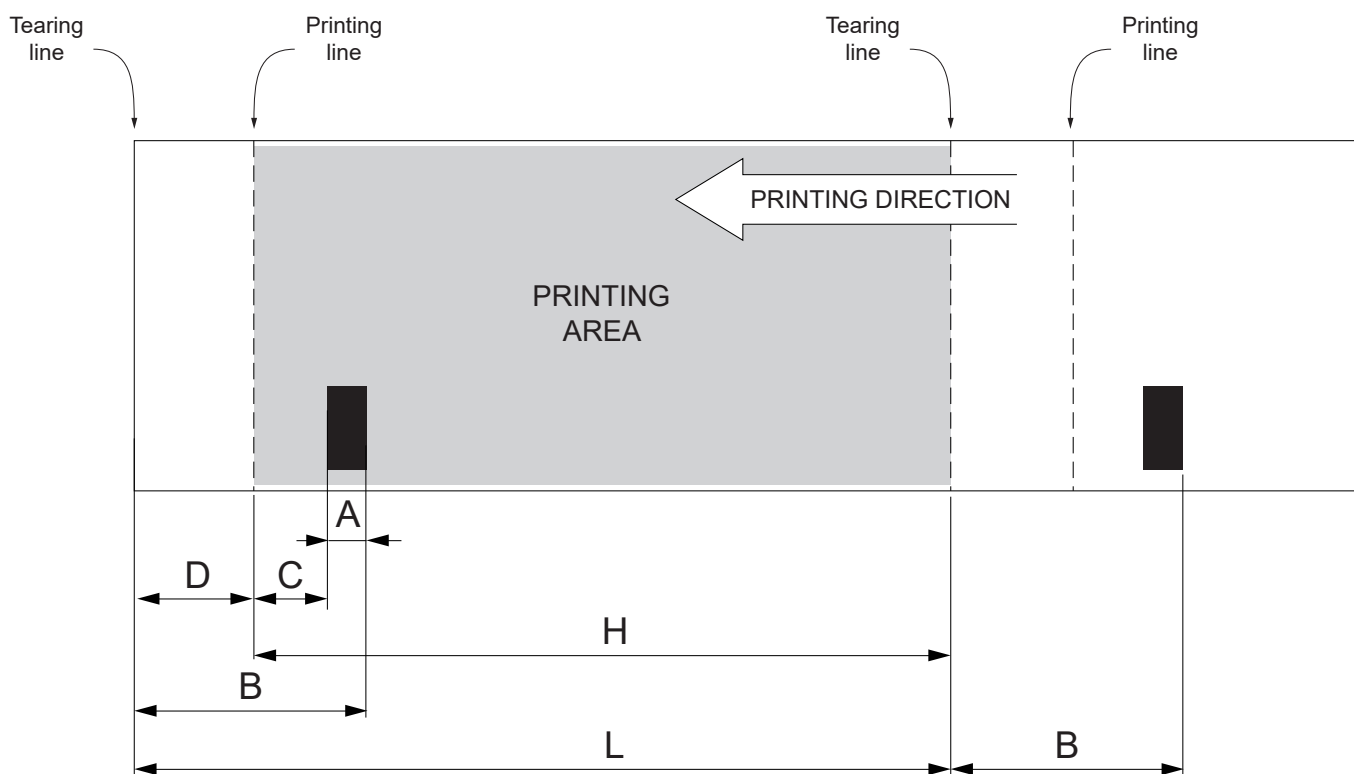
The following figure shows a simplified section of the device with the paper path and the distances (in mm) between the alignment sensor, the print head, serrated blade (cutting line).



7.3 Printing area

In order to print ticket containing only one black mark and to not overlay printing to a black mark (that will make it useless for the next alignment), it is important to well calibrate the height of the printing area of ticket according to the inter-black mark distance.

The following figure shows an example of tickets.



- A "width black mark" = 5 mm
- B "Distance between black mark front/Tearing line" = 16 mm (fixed distance)
- C "Distance between black mark front/Printing line" = 9.5 mm (fixed distance)
- D "Distance between Printing line/Tearing line" = 6.5 mm (fixed distance)
- H Distance between the first and the last print line, called "Height of the printing area"
- L Ticket length.

To use all the black marks on the card, you must comply with the following equation:

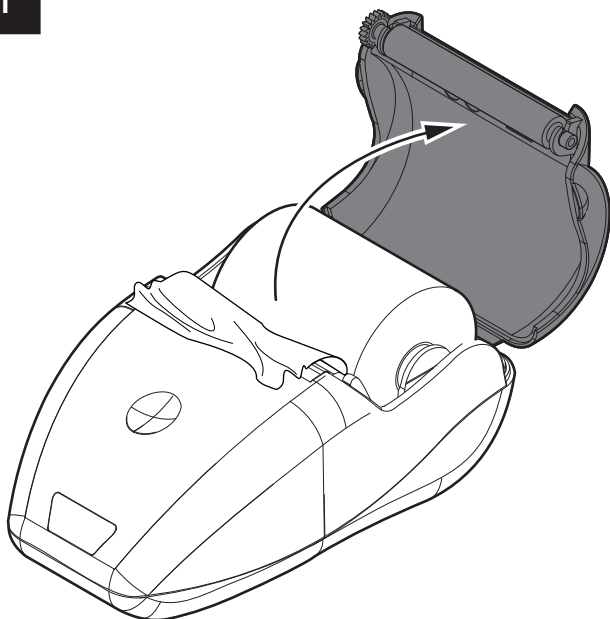
$$H + D \leq L$$



8 MAINTENANCE

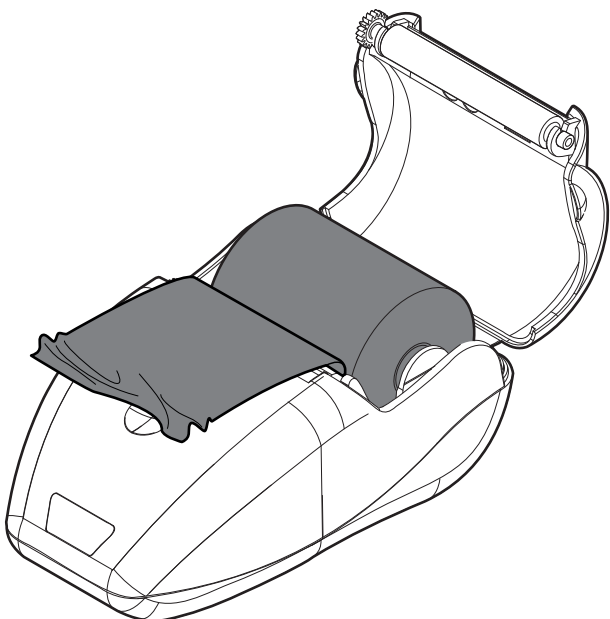
8.1 Paper jam

1



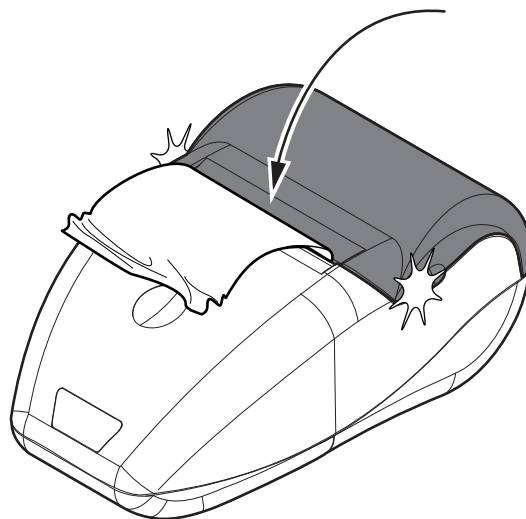
Open the device cover
(see [paragraph 5.1](#)).

2



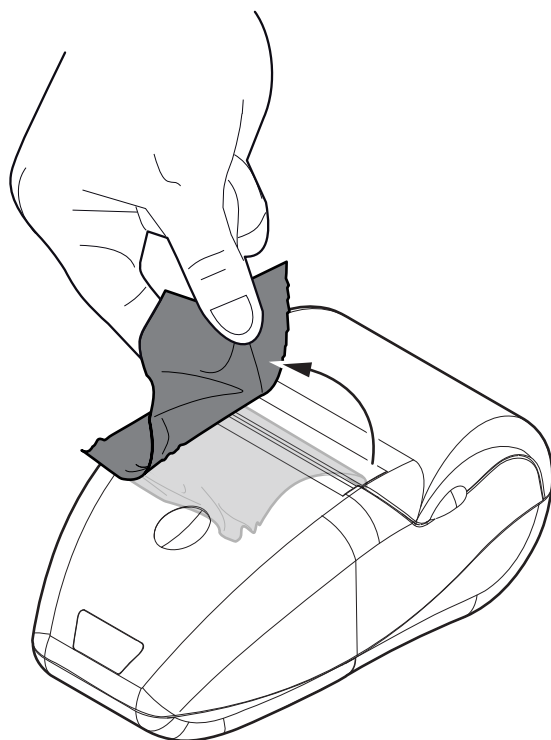
Pull the paper in order to have the damaged part
outside the device.

3



Close the cover of the device.

4



Tear off the excess paper.



8.2 Planning of cleaning operations

The regular cleaning of the device keeps the print quality and extends its life. The following table shows the recommended planning for the cleaning operations. If you use the device in dusty environments, you must reduce the intervals between the cleaning operations.
For specific procedures, see the following pages.

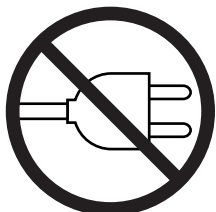
EVERY PAPER CHANGE	
Printhead	Use isopropyl alcohol
Roller	Use isopropyl alcohol
EVERY 5 PAPER CHANGES	
Paper path	Use compressed air or tweezers
Sensor	Use compressed air
EVERY 6 MONTHS OR AS NEEDED	
Printer case	Use compressed air or a soft cloth

8.3 Cleaning

To periodic cleaning of the device, see the instructions below

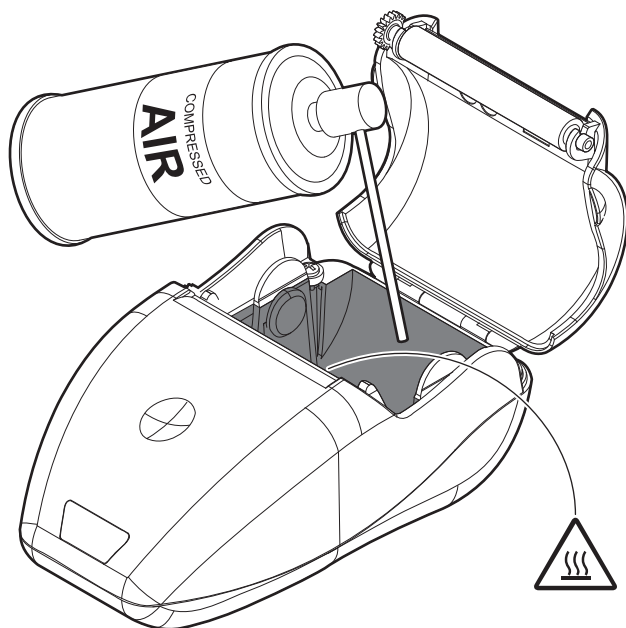
Paper path

1



Turn off the device (see [paragraph 5.2](#)) and open the cover (see [paragraph 5.1](#)).

2



ATTENTION:

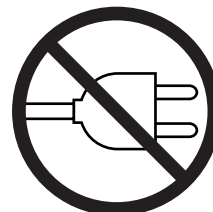
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the area involved in the passage of paper by using compressed air.

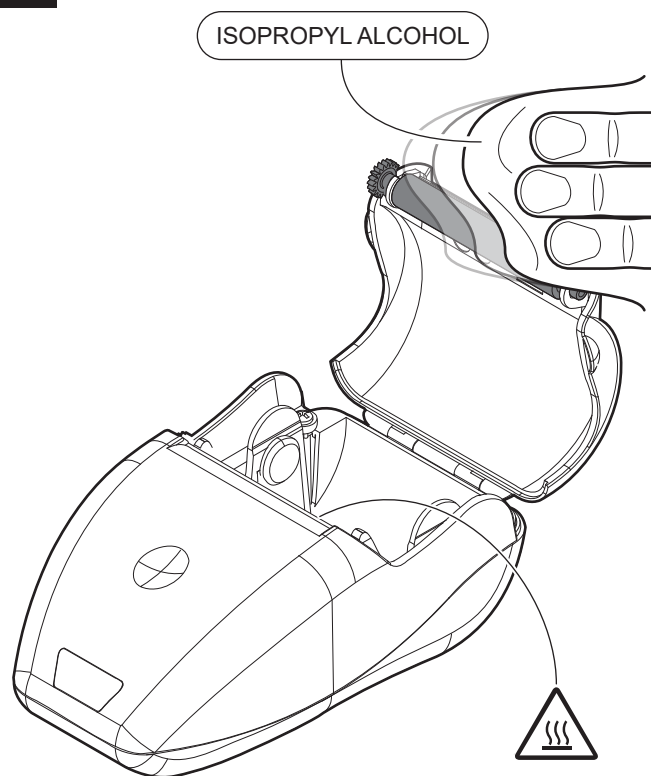
Printing roller

1



Turn off the device (see [paragraph 5.2](#)) and open the cover (see [paragraph 5.1](#)).

2



ATTENTION:

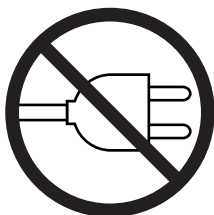
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the printing roller by using a non-abrasive cloth moistened with isopropyl.

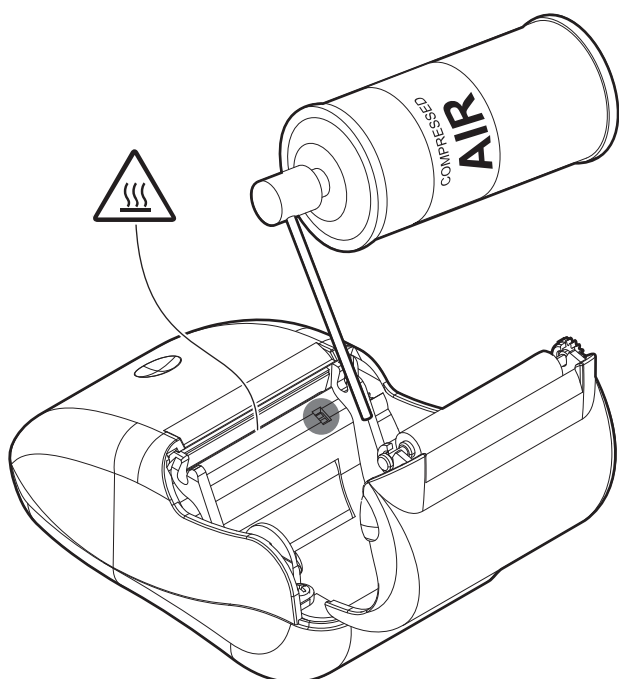
Sensor

1



Turn off the device (see [paragraph 5.2](#)) and open the cover (see [paragraph 5.1](#)).

2



ATTENTION:

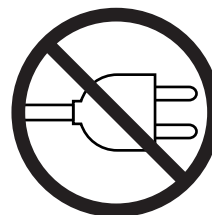
Do not use alcohol, solvents, or hard brushes.
Do not let water or other liquids get inside the device.



Clean the device sensor by using compressed air.

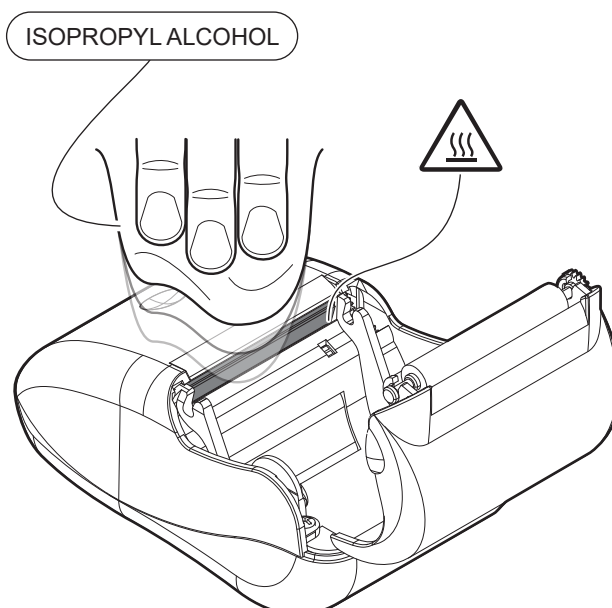
Print head

1



Turn off the device (see [paragraph 5.2](#)) and open the cover (see [paragraph 5.1](#)).

2



ATTENTION:

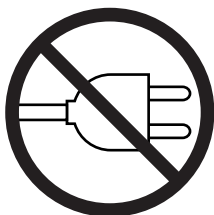
Do not use solvents, or hard brushes.
Do not let water or other liquids get inside the machine.



Clean the print head by using a non-abrasive cloth moistened with isopropyl.

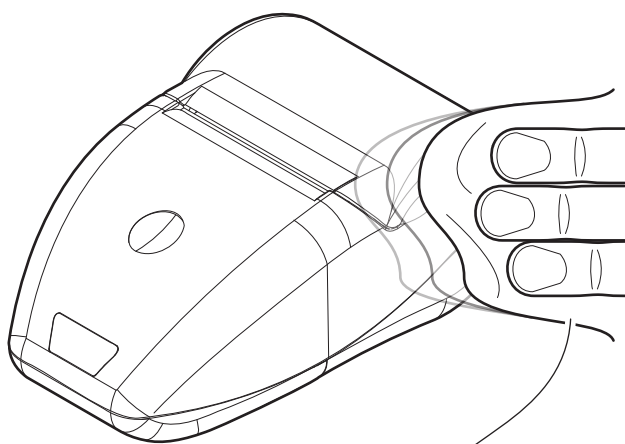
Case

1



Turn off the device (see [paragraph 5.2](#)).

2



ISOPROPYL ALCOHOL

ATTENTION:

Do not use solvents, or hard brushes.

Do not let water or other liquids get inside the machine.



To clean the device,
use compressed air or a soft cloth.

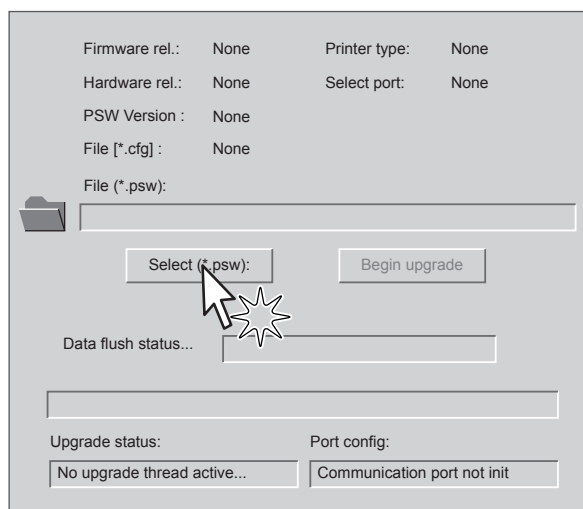
8.4 Upgrade firmware

Install on the PC used for device upgrading the UPGCEPRN software available in the UTILITES archive of the site www.custom4u.it.

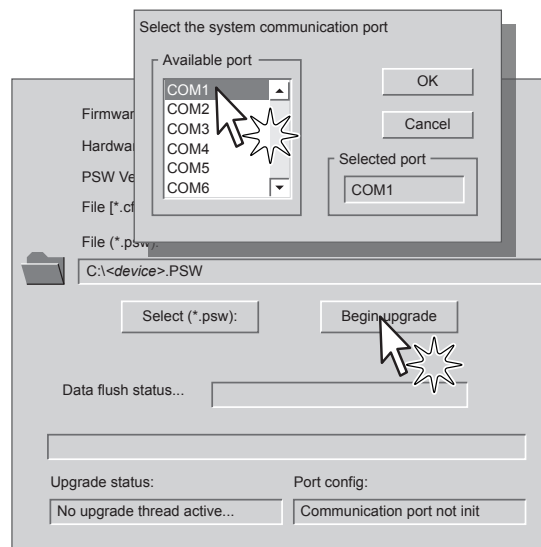
WARNING: During communication between PC/device for the firmware update it is strictly forbidden to disconnect the communication cable or to remove the power supply of the devices not to endanger the proper functioning of the device.

Proceed as follows:

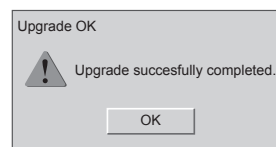
1. Write down the product code (14 digits) printed on the product label (see [paragraph 3.4](#)).
2. Go to the web site www.custom4u.it. enter the product key, enter the Firmware section and download the desired firmware version.
3. Print the SETUP report (see [chapter 6](#)).
4. Turn off the device.
5. Connect the device to the PC using a serial cable (see [paragraph 4.1](#)).
6. Turn on the device.
7. Launch the software UPGCEPRN.
8. Select the update file .PSW location:



9. Select the serial communication port (e.g. COM1):



10. Detecting and setting of the parameters necessary for serial communication are performed automatically and then updating begins.
11. After a few minutes a message on the screen warns that the update is completed.



12. Print a new SETUP report to verify the new firmware release (see [chapter 6](#)).



9 SPECIFICATION

9.1 Hardware specifications

GENERALS	
Sensor	Low paper / black mark alignment
Emulation	CUSTOM/POS
Printing driver	Windows 7 (32/64 bit) Windows 8.1 (32/64 bit) Windows 10 (32/64 bit)
INTERFACE	
RS232 port	
MEMORIES	
Receive buffer	128 bytes
Flash memory	32 kB
RAM memory	512 kB
Graphic memory	1 logo (384 x 85 dot)
DEVICE	
Resolution	203 dpi (8 dot/mm)
Printing width	48 mm
Printing method	Thermal fixed head
Printing speed ^{(1) (2) (3)}	max. 50 mm/s
Head life ⁽²⁾	
Abrasion resistance ⁽⁴⁾	50 Km (with recommended paper)
Pulse durability	100 M (12.5% duty cycle)
Printing mode	Normal, 90°, 180°
Printing format	Height/Width from 1 to 8, bold, reverse, underlined, italic
Character fonts	1 font (16 dot x 24 dot)
Printable barcode	INTERLEVED 2/5, EAN13, EAN8, CODE39, CODABAR



PAPER

Type of paper	Thermal rolls, heat-sensitive side on outside of roll
Paper width	57 mm $\pm$ 0.5 mm
Paper weight	from 55 g/m ² to 60 g/m ²
Paper thickness	60 μ m
Recommended types of paper	KANZAN KF50
Paper end	Not attached to roll core
Roll outer diameter	max. 50 mm
Internal roll core diameter	12 mm $\pm$ 1 mm
Core type	Cardboard or plastic

DEVICE ELECTRICAL SPECIFICATIONS

Power supply	from 9 Vdc to 48 Vdc
Medium consumption ⁽⁴⁾	0.5 A
Standby consumption	0.05 A

ELECTRICAL SPECIFICATIONS POWER SUPPLY code 963GE020000051

Power supply voltage	from 100 Vac to 240 Vac
Frequency	from 50 Hz to 60 Hz
Output	18 V, 1 A
Power	18 W

ENVIRONMENTAL CONDITIONS

Operating temperature	from 0 °C to +50 °C
Relative humidity (RH)	from 10% to 85% (w/o condensation)
Storage temperature	from -20 °C to +70 °C
Storage relative humidity (RH)	from 10% to 90% (w/o condensation)

NOTES:

(1) : It depends by the battery status, the printing typology and the environmental temperature.

(2) : Respecting the regular schedule of cleaning for the device components.

(3) : Standard CUSTOM receipt (L = 10 cm, Density = 12.5% dots on).

(4) : Damages caused by scratches, ESD and electromigration are excluded.



9.2 Character specifications

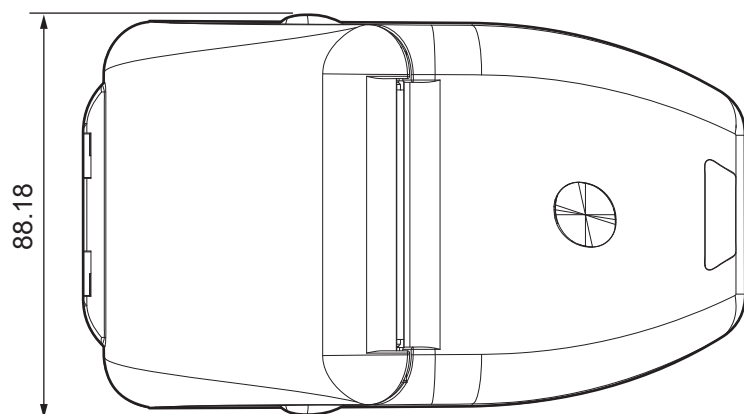
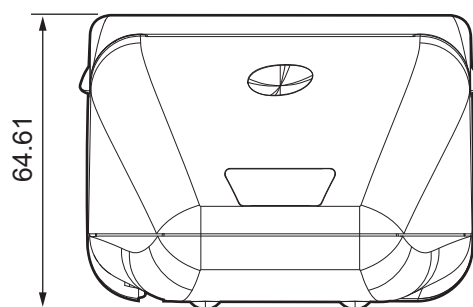
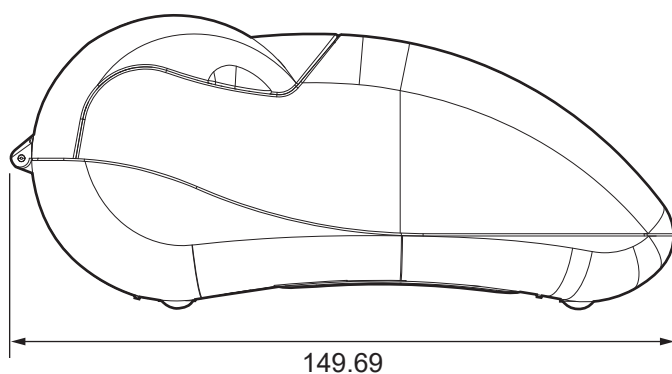
	<u>DPT100-S 24 columns</u>	<u>DPT100-S 40 columns</u>
Character density	12 cpi	22 cpi
Number of columns	24	40/42
Chars / s	400	711
Lines / s	16	16
Characters (L x H mm)-Normal	2 x 3	1.1 x 3

NOTE: Theoretical values.

9.3 Device dimensions

Length	145.96 mm
Height	64.61 mm
Width	88.18 mm
Weight	340 g (without paper roll)

All the dimensions shown in following figures are in millimetres and refer to the device with the lid closed.

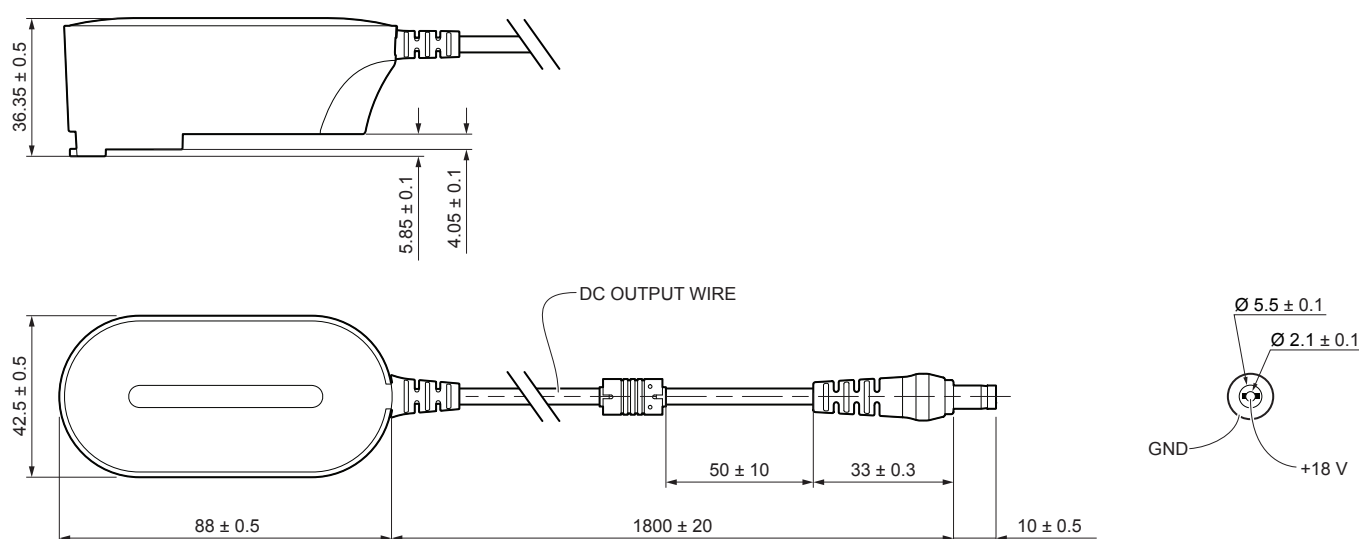


9.4 Power supply dimensions

The following table shows the dimensions of power supply available for the device.

POWER SUPPLY code 963GE020000051	
Length	88 mm $\pm$ 0.5 mm
Height	42.5 mm $\pm$ 0.5 mm
Width	36.35 mm $\pm$ 0.5 mm

All the dimensions shown in following figures are in millimetres.

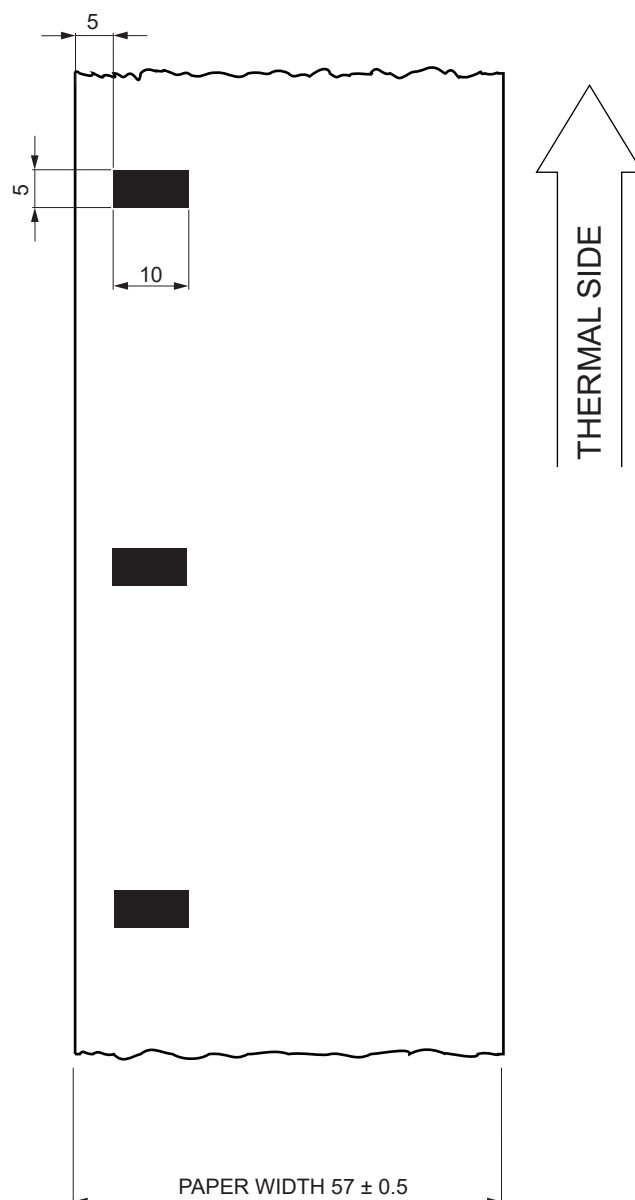


9.5 Paper specification

All the dimensions shown in following figures are in millimetres.

Paper with black mark on the thermal side

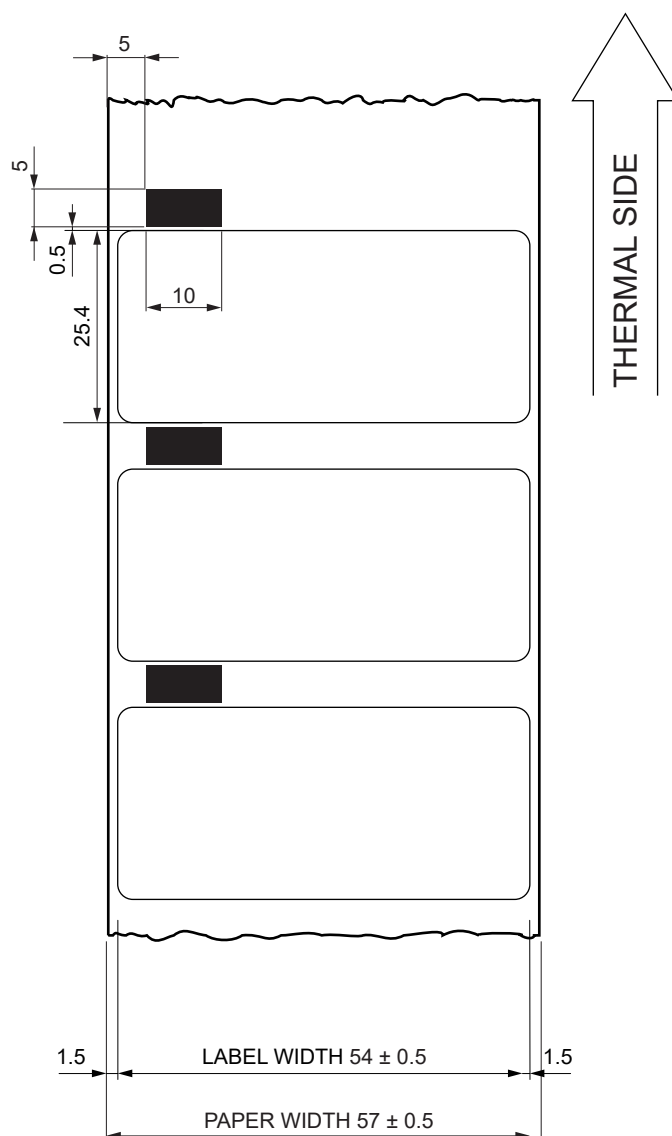
The following image shows an example of black mark placement on the thermal side of the paper. For more information about the use of paper with black mark see [chapter 7](#).



Paper with black mark and labels

The following image shows an example of placement of the black mark on the thermal side of the paper with labels. To properly use the alignment commands, you need to use paper with labels that comply with the dimensions shown in the following figure.

For more information about the use of paper with labels see [chapter 7](#).





10 CONSUMABLES

The following table shows the list of available consumables for device.

67300000000343

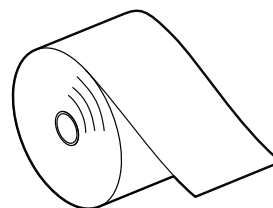
THERMAL PAPER ROLL

weight = 55 g/m²

width = 57 mm

Ø external = 30 mm

Ø core = 12 mm





11 ACCESSORIES

The following table shows the list of available accessories for device:

963GE020000051

18 W POWER ADAPTER
(For technical specifications, see [paragraph 9.1](#))



26500000000307

CAB RS232 DPT100 CB9POLI-PLUG8







12 TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the product label (see [paragraph 3.4](#)).

The firmware release number (SCODE) can be found on the setup report (see [paragraph 6.1](#))





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